

## May 2019 Newsletter

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### Sneak Peek: New Lessons Coming Soon

This summer we will release a new series of SIX lessons targeting prenatal moms. We are so excited about them and are confident your agency staff, clinic staff, and participants will love them.

Together, these six lessons provide a guide to newborns. The series will focus on understanding baby's cues, newborn feeding, and so much more...



## Guide to Newborns for Expecting Parents

Skin-to-skin time

What to expect in the hospital

How to manage visitors

Breastfeeding latch

Feeding positions

Paced bottle feeding

Hunger cues

Fullness cues

Crying and sleep

Self-care for mom

Signs of postpartum depression

Family help

Communicating with childcare providers

Pumping and storing milk

Check out a few resources from the series:

[The Key to Breastfeeding is a Great Latch](#)

[New Mom Emotions: What is Normal, What Is Not, and How to Get Help](#)

[Action Plan: Create a Support Team](#)

We will be offering a 2-part webinar series to introduce these lessons.

During each one hour webinar, we will highlight what is covered, share specific version options, tell you how to review the lessons, and explain how to add it to your states lesson offerings. The final 20-minutes will be allotted for questions. **Make plans to join us!**

### **June 19, 2019 - 2:00 - 3:00 EST**

- Preparing to Meet Your Newborn
- In the Hospital: The First 48 Hours
- Feeding Your Newborn

### **July 10, 2019 - 2:00 - 3:00 EST**

- Understanding Your Newborn: Sleep, Crying and Cues
- Creating the Support Team You Need
- Returning to Work or School
- Accessing Custom Images - [wichealth.org](http://wichealth.org) Support Site - Resources

### **THANK YOU**

We would like to thank California WIC for funding these lessons, guiding the focus, and conducting a thorough review of the series. We'd also like to thank the 30+ people who participated in continual review cycles from September through April. They include State-level Nutrition Coordinators and Breastfeeding Coordinators, Agency-Level Breastfeeding Coordinators (many of whom are IBCLC's), and Breastfeeding Peer Counselors. These reviewers came from California, Michigan, South Dakota, Tennessee, and Wisconsin.

Henry, also reviewed the series.



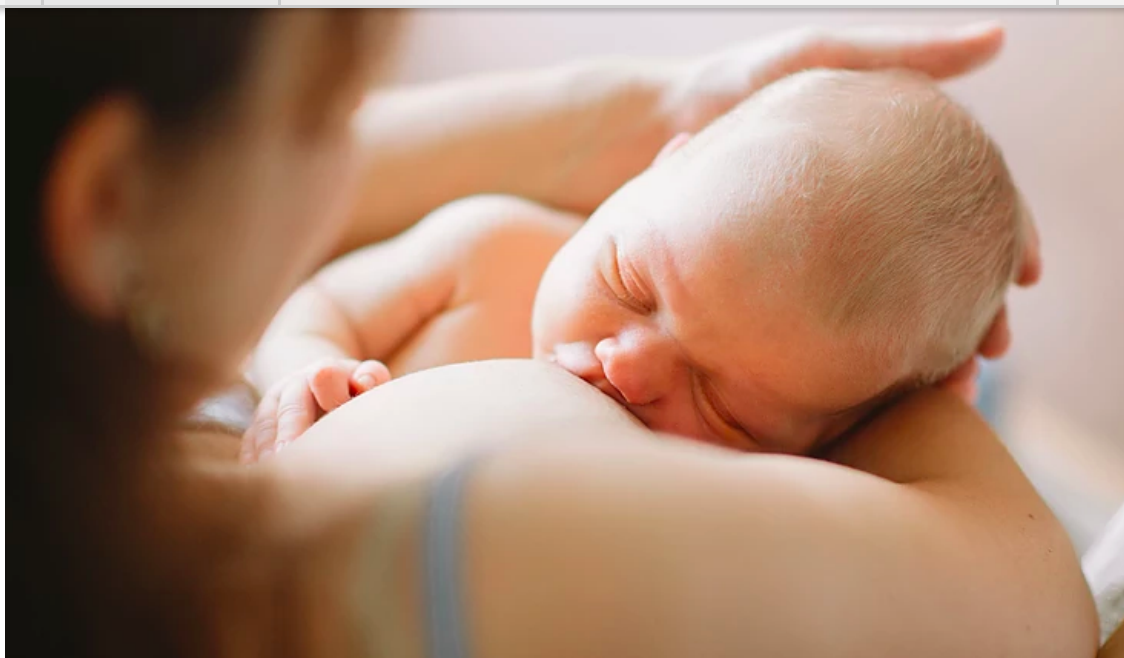
## Calling all Experts!

We are looking for a group of experts to enhance our new blog and upcoming resources with knowledge, tips, and/or advice for the WIC population.

Quarterly, we will provide the group with a set of questions which are frequently asked by WIC clients on [wichealth.org](http://wichealth.org). Members will be asked to provide their expert opinion in the form of short answers or full articles (it will be up to you!). Your insight is invaluable to us and our WIC clients!

If you or a member of your team is interested in joining our elite group, email [kimbira.quinn@wmich.edu](mailto:kimbira.quinn@wmich.edu).

## Engorgement: Being Patient and Learning to Feed Your Baby

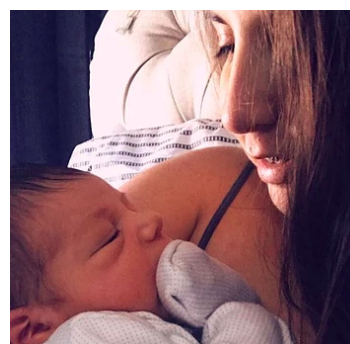


Below is an excerpt taken from our most recent blog post written by Dianale, a WIC client from California. Take a few minutes to read her heartwarming story.

"Two days after giving birth I'm sitting on the couch with baby in arms and I'm wondering 'Is my milk going to come in? Am I going to be able to feed my baby from my breast and have that bonding moment? Am I going to be THAT mom that breastfeeds her little one in public?' Of course, I had been trying to latch him on and he was getting the colostrum out, but when was my milk going to come in??"

[To read the full story, click here...](#)

Dianale is a first-time mommy to an amazing little boy who is now 4 months old.



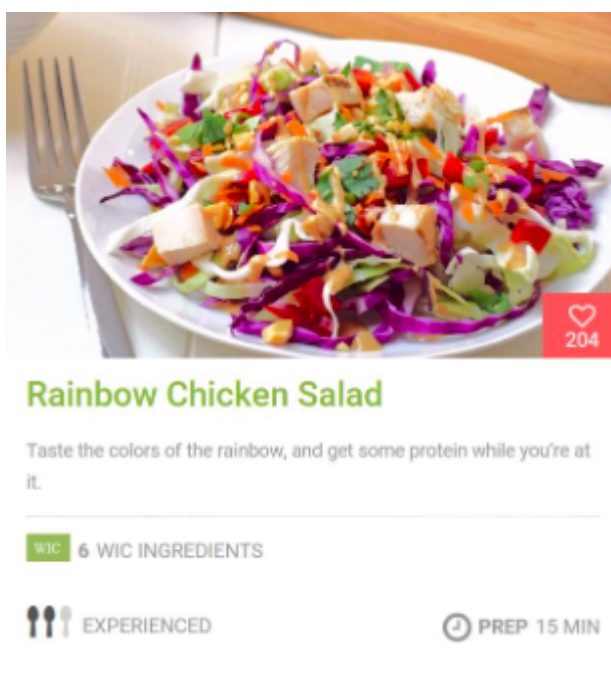
# Health eKitchen

Welcomed signs of spring and summer include beautiful flowers and abundant sunshine. As the temperatures begin to rise, we are less likely to want to turn on the oven.

Salads with flavorful dressings, grilled meats, and vegetables, along with no-cook options can all be found in one place: Health eKitchen!

Our handy filter feature allows you to find all the different types of cook methods.

**Click on the images below to check out some of our clients' warmer weather favorites featuring Grilled and No-Cook types:**





### Guacamole Cheese Burgers

Another delicious use of the avocado with these easy and satisfying burgers!

WIC 4 WIC INGREDIENTS

🍴 BEGINNER

⌚ PREP 10 MIN  
COOK 7 MIN



### Chickpea Vegetable Bowl

A balanced No Cook meal and free of dairy, sugar, and nuts.

WIC 7 WIC INGREDIENTS

🍴 BEGINNER

⌚ PREP 15 MIN  
CHILL 1 HR

## Lesson Review

Existing Lessons

Lessons are reviewed on a rotating basis to ensure links are working and content is compliant with current WIC guidelines.

Lessons reviewed during the month of May:



- Happy, Healthy, Active Children
- Make Meals and Snacks Simple
- Making Healthy Meals



**Make plans to attend the next  
Steering Committee meeting!**

**June 5, 2019  
1:30 PM Eastern Time**

[Click here to register](#)

## Spanish Review Team

**Save the Date**

**Join us for the Spanish Review Team meeting on  
Friday, June 14 at 2:00 pm ET**

If any Spanish speaking partners would like to join us, please email Poppy at [poppystrode@gmail.com](mailto:poppystrode@gmail.com). When we hear from you, we will send a link to the Zoom meeting number. We meet once a month for an hour, and we would love to add new members from different parts of the country! The Spanish Review Team provides input on the Spanish side of [wichealth.org](http://wichealth.org).

**wichealth Academy**



Do you have a new clinic, new staff members, or maybe just need a wichealth refresher?

wichealth Academy is available on wichealthsupport and includes 30 training videos on how to successfully implement and use both wichealth and wichealthsupport.



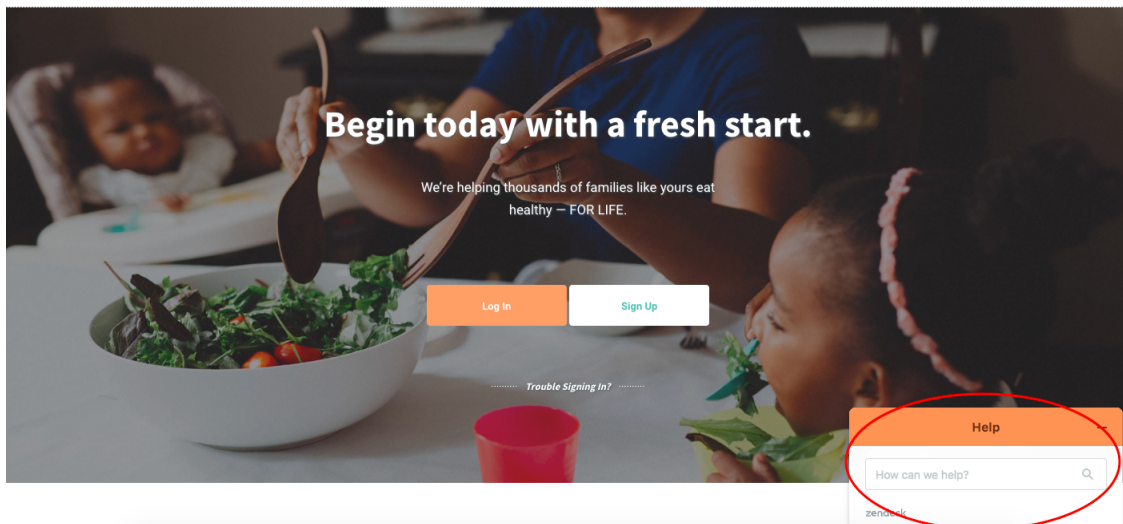
## Do you want to learn how lessons are developed for wichealth?

With the release of new lessons this summer, we thought it was the perfect time to highlight our wichealth Academy video entitled, "Nutrition Education - The Heart of wichealth."

Click on the image below and log in to wichealth using your staff account to learn more how the Content Team creates new lessons for wichealth.



Nutrition Education - The Heart of wichealth  
Our Key Ingredients



**Do you have a question about your staff account or need assistance with a client account?**

Click the help button in the bottom right corner of any page or email [help@wichealth.org](mailto:help@wichealth.org). Our Client Success Team is ready to help!

## HELP DESK STATISTICS

### FIRST REPLY TIME

May	April
2.60 hours	2.03 hours

### SATISFACTION RATING

During the month of May, our help desk had a 100% satisfaction rating as compared to 96.0% in April.

**Our Helpdesk tracks the satisfaction of both WIC staff and clients after using our service.**

I received an email in less than 24 hours, and the information she gave me put me right in where I needed to be. Thank you very much!"

"The participant was grateful for your help, and I thank you for being so quick to respond! You guys are great!!"

**California**

## Let's Hear It

**We love to hear what your clients are saying, and we think you will too! Check out the comments we found from your clients during the month of May.**



### **Lesson: Healthy Whole Grains**

"I enjoyed the lesson and learned something new, thanks. Did not realize whole grains were so important."

-Breanna, North Carolina

### **Lesson: Understanding Your Baby's Sleep**

"Wow! It's really good to know that during light sleep, baby's brain is developing and during deep sleep, it's growing. Thank you for letting us know when baby has entered this last stage of deep sleep and not to wake him when putting him to bed, and for these 3 tips that I will put into practice at their time."

-Bertha, California

### **Lesson: Protect Your Family From Lead With Healthy Foods**

"Me encantaron las recetas, nunca me imaginé combinar el jugo de naranja con el yogurt, se ven super antojables todas. Seguiré optando

del plomo, gracias."

**"I loved the recipes. I never thought of combining orange juice with yogurt, they all look super appetizing. I will keep choosing foods that are more healthy for my family and be able to protect them from lead. Thank you."**

**-Mónica, California**

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